



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications of Orion, Inc.
for quarter ending December 31, 2004

| Performance Data | October | November | December | Quarterly Average |
|--|---------|----------|----------|----------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 2.89 | 2.74 | 3.33 | 2.99 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 5.43 | 4.81 | 5.00 | 5.08 |
| C. Repair Office Answer Time [730.510(b)(1)] | 12.00 | 14.00 | 7.00 | 11.00 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 22.00 | 51.00 | 20.00 | 31.00 |
| E. Percent of Service Installations [730.540(a)] | 100.00% | 100.00% | 84.62% * | 93.10% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 95.24% | 100.00% | 100.00% | 98.51% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 1.20 | 1.20 | 1.70 | 1.37 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 0.00% | 8.70% | 9.38% | 6.49% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 0.00% | 10.00% | 23.08% * | 13.79% |
| J. Missed Repair Appointments [730.545(h)] | 1 | 1 | 0 | 1 |
| K. Missed Installation Appointments [730.540(d)] | 0 | 0 | 2 | 1 |

Comments



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